

INFORMATION BULLETIN

JOB TRAINING PARTNERSHIP ACT

Number: B98-50

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TO: SERVICE DELIVERY AREA ADMINISTRATORS
PRIVATE INDUSTRY COUNCIL CHAIRPERSONS
JTPD PROGRAM OPERATORS
EDD JOB SERVICE OFFICE MANAGERS
JTPD STAFF

SUBJECT: PERFORMANCE MANAGEMENT SEMINARS

The workforce development system is under increasing pressure to manage performance and demonstrate "bottom-line results." The Government Performance and Results Act requires all federal agencies to establish performance goals for the programs they administer and to report to Congress on the achievement of goals on a quarterly basis. The Workforce Investment Act (WIA) places a major emphasis on performance goals and the continuous improvement process.

In an effort to assist Service Delivery Areas (SDA) in meeting present and future performance expectations, the Job Training Partnership Division (JTPD), in partnership with the Department of Labor (DOL) Regional office and staff from the Mendocino Private Industry Council, will be conducting Performance Management Seminars for interested SDAs. The seminars will be given at two SDA locations on the following dates:

January 21-22: Fresno Workforce Development Board
1999 Tuolumne Street, Suite 280, Fresno

January 28-29: City of Los Angeles
215 West 6th Street, 10th floor, Los Angeles

This seminar includes some of the technical aspects of performance measurement under the Job Training Partnership Act (JTPA). However, the primary emphasis is on management techniques that can be used to improve performance outcomes in the present JTPA program and in future programs that will be implemented under WIA. As such, the seminars are best suited to management-level staff who are involved in local program and management information system operations. Additional information on the content of the seminars is provided in the attached statement of the training objectives and draft agenda.

We have had numerous requests from SDAs for this type of seminar in the past and we are pleased to have the opportunity to share federal, state, and local perspectives on performance management through our collaborative partnership. The trainers for these two sessions will be Maria Remboulis, DOL Region IX, Performance Management Specialist; Deborah Cusimano, Manager of the Data Analysis Unit (DAU) in JTPD; and Cindy Miller, Operations Officer for the Mendocino Private Industry Council.

If you are interested in attending one of these seminars, please complete the attached Training Request Form and fax it to Deborah Cusimano at (916) 654-9586 by close of business on January 8, 1999. Information on local hotels and directions to the seminar sites will be faxed to the SDA staff who plan on attend the seminar during the week of January 11, 1999. If you have any questions or need additional information, please contact Deborah Cusimano, Manager, DAU at (916) 653-4292 or Cindy Hobart, DAU, at (916) 654-8285.

/S/ BILL BURKE
Assistant Deputy Director

Attachments

PERFORMANCE MANAGEMENT SEMINAR

O B J E C T I V E S

This seminar is designed to:

- Provide the “big picture” for performance management and performance measurement.
- Build a common understanding of the Job Training Partnership Act (JTPA) performance management system in preparation for the Workforce Investment Act.
- Provide participants with an opportunity to hear federal, state, and local perspectives on performance management and to share issues/concerns in a forum where federal, state, and local staff are present.
- Provide participants with an opportunity to apply and practice what has been learned using a case study scenario and actual local performance data.
- Provide participants with an opportunity to learn how one Service Delivery Area (SDA) has used data to manage performance and become a Region IX exemplary SDA.
- Provide participants with resources and information to assist them back on the job.

PERFORMANCE MANAGEMENT SEMINAR

A G E N D A

Day One

- 10:00 – 10:30 Welcome and Introductions
- 10:30 – 10:45 Overview of Agenda, Objectives, Materials
- 10:45 – 11:45 Performance Management: The Changing Context
The Government Performance and Results Act
The Workforce Investment Act
- 11:45 – 1:00 Lunch
- 1:00 – 1:15 Review of Job Training Partnership Act (JTPA) Performance Measures
- 1:15 – 2:30 Understanding how JTPA Performance Measures are Calculated
- 2:30 – 2:45 Break
- 2:45 – 3:15 How Can We Use This Information? – Service Delivery Area Case Study
- 3:15 – 3:30 Adjustments Beyond the Model (*Just the Basics*)
- 3:30 – 3:45 Q & A and Close

Day Two

- 9:00 – 9:15 Review of Agenda & Objectives
- 9:15 – 9:45 How One SDA Manages Performance – “Workforce 10” Newsletter
- 9:45 – 10:15 The State Perspective on Performance Management
(Distribution of *your* performance information)
- 10:15 – 10:45 How Can We Use the Information? (Round 2) - Analysis of CA Data
- 10:45 – 11:00 Break
- 11:00 – 11:45 The Local Perspective on Performance Management (Mendocino)
- 11:45 – 1:00 Lunch
- 1:00 – 2:00 The Local Perspective (including Q & A) – Continued
- 2:00 – 2:30 Where Do We Go From Here? – Dialogue/Brainstorming Session
- 2:30 – 3:00 Final Q & A Evaluation and Close

PERFORMANCE MANAGEMENT SEMINAR REQUEST FORM

EMPLOYMENT DEVELOPMENT DEPARTMENT JOB TRAINING PARTNERSHIP DIVISION

Service Delivery Area: _____

Address: _____

Contact Person: _____

Telephone Number: _____

Fax Number: _____

Number of people attending Performance Management Seminar in **Fresno** on
January 21-22, 1999: _____

List Names and Job Titles of Attendees:

Number of people attending Performance Management Seminar in **Los Angeles**
City on January 28-29, 1999: _____

List Names and Job Titles of Attendees:

Please fax your completed form to:
Deborah Cusimano, Manager
Data Analysis Unit (DAU)
FAX: (916) 654-9586

Please fax this form on or before the close of business on **January 8, 1999**. If you have any questions or need further assistance, please contact Deborah Cusimano, DAU at (916) 653-4292 or Cindy Hobart, DAU, at (916) 654-8285.